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Aug 30th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I value competitive choice for my Internet provider, because I value good service - both Internet connectivity service as well as customer service. When there are only two choices for provider, then service plummets. Even when there is competition the national providers pale in terms of service to local providers. Here is my story:

I used to have Internet and cable service from a large national provider, but my Internet kept going out - every few months I lost access. It was terrible connectivity. They made it so hard to contact them for customer support. You had to really dig to find a phone number, and when you did call, the wait time would be very long to actually talk to someone. I ended up using the chat widget, which at least I know how to do. Their customer support is clearly based outside the US, as the several individuals I communicated with had awkward English language skills, making communication even more frustrating. The last time I contacted them when my Internet went down (4th or 5th time), they wanted to charge me to fix the problem! I canceled that Internet/cable service immediately and have made a vow never to use that company again. I have never had such bad Internet service, but it was the customer service that really was appalling and infuriating.

Since then, I signed up with a local, small business, Internet provider. I finally have stable Internet access. When I have had problems, I call the local office that is located 5 miles from where I live. They answer immediately and I can speak to a locally based tech support person. The tech support is skilled in diagnosing the issue and can immediately schedule an appointment with a specific time - not a 5 hour window like the national provider I had canceled. The customer service from this local small business is top notch! Competition is what drives good service, and that is the basis of our economic system.

I would be devastated if your ruling prevented competition for Broadband Internet Service Providers.

Annis Adams